

POSITION DESCRIPTION

Academic Services
University Services

Learning and Teaching Support Officer

POSITION NUMBER	0031107
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 5 - \$68,892 - \$79,130 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available for 12 months
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	<p>Bronwyn Disseldorp</p> <p>Tel +61 3 8344 9810</p> <p>Email b.disseldorp@unimelb.edu.au</p> <p><i>Please do not send your application to this contact</i></p>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

ACADEMIC SERVICES

Academic Services brings together student, academic and library services in an integrated network to support the University's core business of learning and teaching, research and engagement.

The position is located within the Academic and Learning Systems and Support (ALSS) team which is part of the Learning Environments group. The ALSS team works in close collaboration with other multi-skilled specialist design, development and production teams as a combined group in the support, enhancement and extension of teaching and learning with technologies at the University of Melbourne.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The Learning and Teaching Support Officer will directly assist and provide support for the University's academic and teaching staff using the Learning Management System (LMS) and other integrated learning technologies.

The position will primarily provide responsive user support to teaching staff, and contribute to the planning and delivery of professional development and training programs, design and deliver support resources and

workshops to assist teaching staff with the skills, knowledge and hands on experience in the effective educational use of learning technologies

Reporting line: Senior Manager, ALSS

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: *

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Monitor, investigate and resolve user support queries for the Learning Management System (LMS), Lecture Capture Service, Student Experience Survey Service, and other designated educational technology services provisioned by ALSS for the University
- Design and deliver support materials, consultations, workshops, and other staff development activities to build capacity of teaching staff in developing student centred and flexible learning and teaching practice using educational technologies
- Contribute to knowledge sharing and effective use of learning systems through active participation in cross-portfolio activity, and broader University events
- Contribute to the team's use of analytics and performance tracking to deliver accurate and timely reporting on metrics for stakeholders
- Contribute to organisational effectiveness by: working in a transparent and consultative manner; sharing personal knowledge and technical expertise; undertaking assigned development activities; maintaining and developing pertinent subject matter expertise; maintaining co-operative working relationships with colleagues; and seeking and responding to feedback

- Participate in and contribute to coverage of peak period activities across the Division to enable Academic Services to meet its operational obligations and agreed service levels
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities

Selection Criteria:

Education/Qualifications

1. The appointee will have:

Knowledge and skills:

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
3. Demonstrated experience and commitment to providing high level customer support services
4. Demonstrated expertise in the delivery of professional development workshops and/or delivering or supporting consultations regarding technology enhanced learning design and delivery
5. Proven ability in the development and production of technical and support resources, guides and communications for both staff and students
6. Excellent verbal, written and interpersonal skills, with a demonstrated attention to detail, and proven ability to deliver consistently high standards of professional communications
7. Well-established organisational skills with a strong work ethic, commitment to continuous service improvement, and an openness to generate and adopt new ideas and creative approaches to problem solving in complex settings
8. Ability to work collaboratively and flexibly, both independently and as part of a team

Desirable

- Relevant experience within a University environment
- Experience in Learning Management Systems, and associated learning and teaching technologies